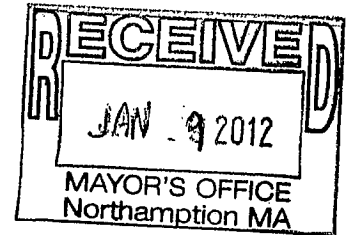




Comcast Cable
43 Comcast Way
South Burlington, VT 05403

January 4, 2012



The Honorable Mary Clare Higgins
Office of the Mayor
City of Northampton
210 Main Street
Northampton, MA 01060

Re: Digital Network Enhancement

Dear Mayor Higgins:

Please let this letter serve as notice of service and programming changes which will affect customers in Northampton.

As previously communicated, Comcast continues to enhance its network in order to allow Comcast customers to enjoy the benefits of digital technology. When completed, customers will have access to these exciting new features depending on their level of service:

- Access to thousands of hours of programming On Demand;
- Over 100 HD channels and 3,000 HD choices;
- And more entertainment options than ever before.

In order to bring customers these new features, all Comcast video services will be transmitted exclusively in digital format. **This means that customers will need to have a digital converter box or digital adapter from Comcast, or a third party device with a CableCARD™ for each television on which they wish to continue receiving Comcast video services.**¹

On March 20, 2012, all channels in Northampton will be broadcast exclusively in digital format. In order to make this enhancement as seamless as possible for customers, Comcast is providing the following equipment to customers at **no additional monthly service charge**.

Specifically:

- Customers who subscribe to only Limited Basic can receive up to three (3) digital adapters at **no additional monthly service charge**. Customers requesting more than three (3) digital adapters will incur a monthly charge of .50 cents for each additional adapter.
- Customers who subscribe to only Limited Basic and already have a digital converter box can receive up to two (2) digital adapters at **no additional monthly service charge**. Customers requesting additional digital converter boxes will incur a monthly charge of \$1.95 for each additional digital converter box. Customers requesting more than two (2) digital adapters will incur a monthly charge of .50 cents for each additional adapter.

¹ A quadrature amplitude modulation ("QAM") tuner television will continue to be able to receive only Limited Basic Service channels without a Comcast digital device. In order to see any channels above the Limited Basic Service level, a QAM tuner TV will require a Comcast digital device. The Limited Basic Service channel line-up varies by area but in general includes local broadcast TV stations plus local government, education, and public access channels. A digital adapter is a small one-way device that delivers programming with digital quality and sound.

- Customers who subscribe to both Limited Basic and a digital service, such as Digital Preferred, Sports Entertainment Pack, or a Premium Movie Pack, already have a digital converter box for their primary television, but can now obtain up to two (2) digital adapters for their secondary televisions at **no additional monthly service charge**. Customers who request more than the one (1) digital converter box and two (2) digital adapters (including those they may have previously ordered) included as part of their package will incur a monthly additional outlet service charge of \$8.95 for each additional digital converter box and a monthly service charge of .50 cents for each additional digital adapter.

Channel Conversions – March 20, 2012

On March 20, 2012, the following channels will begin to be transmitted in digital-only format. A compatible digital converter box, digital adapter, or CableCARD-equipped device will be required to view these channels.

Network	Channel #	Network	Channel #
WGBY-AN	2	WEDH-AN	13
WSHM-LD	3	WSBK-AN	14
WGGB-AN	4	PEG Access	15
WWLP-AN	5	CW-SATV	16
WGGB-Fox	6	WHTX-LP	19
GRTV	8	HSN	20
ACN	10	QVC	22
WDMR-LP	11		

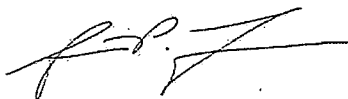
Channel Additions – March 20, 2012

On March 20, 2012, the following channels will be added to the channel lineup. A compatible digital converter box, digital adapter, or CableCARD-equipped device will be required to view these channels.

Network	Channel #	Service Level
WEDH-4You	296	Limited Basic
WEDH-Create	298	Limited Basic
WEDH-HD	804	Limited Basic

Should you have any questions about this information or any other issue, please feel free to contact me directly at 413-730-4513.

Sincerely,



Stephen P. Fitzgibbons
Manager of Government and Community Relations